

REFUND POLICY

When you sign up for a subscription account with RMA Services Limited (hereinafter referred to as the “Company”), the fees you pay cover the cost of the service selected to be provided by the Company.

Please note that these fees are **non-refundable** but are transferrable to other services and/or products provided by the Company in accordance with its policy.

Apply for a refund of a payment.

A customer may be entitled to dispute a transaction and receive a refund **only** in the following circumstances: –

- Cancellation of a service by the Company;
- In instances where the Company determines that the customer is not eligible to participate in the service subsequent to the purchase of the subscription;
- Duplicate processing of the transaction occurred;
- The service provided was faulty by industry standards; or
- Suspected fraud.

If you believe you are entitled to a refund, email the Company with a detailed explanation of your reasons and/or circumstances. All requests for refunds must be accompanied by a valid acknowledgement of payment invoice and/or official receipt. An acknowledgement of payment invoice is issued upon payment of funds by the customer. Once this payment is processed, an official receipt will be issued to the customer.

Any outstanding refunds will be issued to the card used to pay the fees. If the Company is unable for any reason to refund the payment to the card, a cheque will be issued to the cardholder. You will not receive a refund if we learn that you have misrepresented yourself (given false information or left out important details).

For further information on refunds, kindly contact the Company via: –

- Email: relaxmedaesthetics@gmail.com
- Telephone: +1 868 218-0470